

9SIX FLAGS NEW ENGLAND	
SUBJECT: SPECIAL SITUATION TEAM POLICIES AND PROCEDURES	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

SPECIAL SITUATIONS TEAM

A special group of employees have been trained in assisting park guest or employees in situations of stress. This group is designated as the Special Situations Team.

Requirements:

Team members are selected from employees who have successfully completed a training seminar established specifically for this purpose. The training is designed to develop:

- A. Skills for relating to individuals experiencing anxiety.
- B. Techniques for aiding these people during periods of discomfort.

Team Deployment and Action:

- A. Special Situations Teams will be deployed after conferring with the Safety/Security Manager and Duty officer of the day and only after authorization from one of the following
 - 1. Park President
 - 2. Park Operations Director
 - 3. Duty 10
- B. Special situation teams will be divided into two groups - each group will be assigned a team leader. The team will be designated by number: Team 1, Team 2, etc.
- C. A schedule of duty will be assigned each team by the group leader. The schedule will provide the group leader with schedules of his/her members. This schedule should be routed to dispatch for easy access by anyone with a need to know.
- D. Special Situation Teams will be deployed during operating hours by radio (example alpha team members on call report to first aid for briefing).
- F. Each team member will be issued an identification card which will not only identify them as a member of the team, but also authorize that person for clearance into restricted areas as well as a means of identification at the hospital.

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- G. Special situation teams will normally be deployed in teams of two. This depends on the situation at hand on the numbers used and will be decided by the Safety/Security Manager and Duty officer of the day.

- H. Steps pursued by the team after deployment will follow the guidelines set forth in the training received, namely:
 - 1. Gaining acceptance
 - 2. Building rapport
 - 3. Establishing trust
 - 4. Enabling the park guest or employee to receive the necessary and desired assistance.

Record keeping

- A. After a team has been deployed and the assignment has been completed a report must be prepared indicating.
 - 1. Date
 - 2. Name of team members
 - 3. Location
 - 4. Affected park guest or park employee
 - 5. Park personnel involved
 - 6. Assessment of situation by team
 - 7. Events prior to teams arrival
 - 8. Action taken by team
 - 9. Outcome of deployment

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10. Park guest or employees response to these actions.

11. Comments of interest to team members.

- B. All reports must be delivered to the Safety/Security Manager and Duty officer of the day and all reports are reviewed on a periodic basis by appropriate park personnel.

Continued Training

- A. The training is the responsibility of the Safety/Security Manager and will consist of the following:
1. At least once a year a formal training program will be held.
 2. Periodic lessons will be conducted at least three times a season to conduct briefings to update training and to make procedural changes,

Other non-emergency usage of teams

1. On occasion, guest relations or other department may be assisted by the services of team members.
2. It will be the responsibility of the director or manager of the department needing assistance to contact the Safety/Security Manager and Duty officer of the day when assistance by the special situation team is needed.

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SPECIAL SITUATIONS TEAM

When the special situation team is dispatched to _____ hospital.

1. Call the public information office at the hospital _____

Speak with _____ beeper number _____ home number

2. For parking call _____ notify this office that you are en route and the purpose of your trip

3. When arriving at the hospital ask for the patient representative on duty. This is to let them know who you are and will in turn notify Security that you have clearance to be there.

NOTE: IF TIME DOES NOT PERMIT CALLING BEFOREHAND, NOTIFY THESE PEOPLE AS SOON AS POSSIBLE UPON ARRIVAL.

SPECIAL TEAM KIT

ONE BRIEFCASE CONTAINING THE FOLLOWING

1. Money
2. PAD AND PENS
3. Tickets
4. Cell phone list
5. Hotel/Restaurants/Park/Hospital Directions
6. Business Cards

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SPECIAL SITUATION GROUP REPORT OF DEPLOYMENT

		NUMBER
DATE:	LOCATION	TEAM MEMBERS
GUEST (S) NAME/ADDRESS/PHONE NUMBER		LEADER: _____
		OTHER _____
		PARK PERSONEL INVOLVED

EVENTS PRIOR TO TEAM'S ARRIVAL		
ASSESSMENT OF SITUATION BY TEAM		
ACTIONS TAKEN BY TEAM		
PARK GUEST (S) RESPONSE TO ACTION		
OUTCOME OF DEPLOYMENT		
COMMENTS OF INTEREST TO TEAM MEMBERS		

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